

Dear Member

BENEFIT UPDATES 2020

Moto Health Care has provided structured and sustainable health care solutions annually, living up to our vision of “taking care of our own”. As a result of the ongoing cost-saving strategies implemented by Moto Health Care, I am pleased to confirm that we have once again managed to restrict the Scheme's overall contribution increase to a weighted average of **8.2%**. Members benefit from comprehensive cover and enhanced value at affordable rates as contribution increases on most options remained lower than the average within the medical scheme industry.

Global trends have demonstrated exponential growth within digitally-led health services. Providing clinical care at a distance, increasing accessibility, and eradicating delays have given patients greater control over, boosting patient satisfaction and overall engagement. Moto Health Care has embraced this innovative era by introducing Hello Doctor in 2020. The Hello Doctor product provides quality health care to all members via a free, mobile- based service that gives members access to doctors within minutes. You can speak to a doctor over the phone or chat via text messages 24/7 at no cost to you. Members also benefit from free daily health tips when they subscribe to categories of interest. If you want to text or talk to a doctor on your phone – anytime, anywhere – log onto www.hellodoctor.co.za or download the app to register.

To ensure that you lead a healthier and happier life, the wellness benefit package has been enhanced across all plans. As a Moto Health Care member, you can now have certain screening and prevention tests done without using your day-to-day benefits. Patient care programmes for conditions such as oncology, renal care and diabetes provide members with free/additional services upon registration.

Expectant parents, who are members of Multiply, qualify for benefits ranging from a free one-year- subscription to Living & Loving magazine to a stylish Caboodle backpack, as well as various vouchers and product samples. We have also increased benefit limits across all categories and plans to allow members to maximise their benefits. Because we believe in giving you more, Members on the Essential plan will be given access to additional chronic conditions, pregnancy vitamins, a newly introduced Specialist Limit in 2020, providing them with peace of mind at every stage of their health journey.

It's time to move! Please note that the Moto Health Care offices will be moving in the last quarter of 2019, from 279 Kent Avenue in Randburg to:

Holiday House
156 Bram Fischer Drive
Ferndale

In closing, the Board of Trustees and everybody at the Scheme office would like to express their appreciation to all members and employers for your continued support. We hope that 2020 will be filled with healthy choices that will improve your state of health and wellness. We look forward to supporting you on your health journey in the New Year. I would like to wish you and your loved ones a restful festive season, and a healthy and prosperous 2020 - supported by Moto Health Care.

Danie van Tonder
Principal Officer – Moto Health Care

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